

Pat Donovan

544

5 MAR 1993

IN REPLY REFER TO:

Mr. Duck 92-266

8310-MEA
CN9300687

Honorable Ben Nighthorse Campbell
United States Senate
380 Russell Senate Office Building
Washington, DC 20510

RECEIVED

MAR 22 1993

Dear Senator Campbell:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Thank you for your letter on behalf of John H. Luby of Ordway, Colorado. Your constituent complains about cable rate increases, poor technical quality, and slow customer service.

The Commission has a clear understanding that Congress adopted the Cable Act of 1992 to constrain unreasonable cable rates. The Commission is in the process of formulating rules implementing the rate provisions of the law and is seeking public comment on those provisions that address rate rollbacks, refunds, and evasions of statutory requirements. The Commission will attempt to implement these provisions faithfully, and will consider the conduct of the cable industry during the interim period in deciding what kind of regulation is needed. Your constituent's letter will be placed in the record of this proceeding so that the Commission can be mindful of his concerns during its deliberations.

I have also enclosed for your constituent's information a publication describing pending Commission proceedings under the 1992 Cable Act concerning customer service. Although these provisions are not yet in effect, the Commission is in the process of adopting new regulations for cable television, as mandated by Congress.

Your constituent may also be interested in our rules concerning technical quality, which are enforced by the franchising authority. I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart

Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

1 copy